



# Idaho State Board of Pharmacy

3380 Americana Terrace #320  
208/334-2356

PO Box 83720

Boise ID 83720-0067  
208/334-3536 Fax

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## **CLARIFICATION OF PHARMACY DUTIES**

### **CLERK/CASHIER vs. TECHNICIANS**

The following is the interpretation of the existing rules by the Board and their attorney that may be performed by non-licensed and registered pharmacy personnel.

1. Delivery of medications to the patients' home.
2. Adjudicate claims for previously dispensed medications and handle billing questions. When filling a prescription only a pharmacist or registered technician may handle insurance or third party transactions connected with the processing of that prescription.
3. Stock shelves in the pharmacy.
4. Answer the phone. All calls dealing with a prescription must then be immediately directed to a licensed pharmacist or registered technician. No refills or prescription information may be handled by a clerk/cashier.
5. A licensed pharmacist or registered technician must do the initial transfer or handing of a prescription to the patient at the pharmacy.
6. A cashier/clerk may only ring up a prescription after the registered technician or licensed pharmacist has completed the initial transaction with the patient.
7. A cashier/clerk may not hand a prescription to a patient at a pharmacy's drive-up window. Only a licensed pharmacist or registered technician can complete the initial transfer or handing of the prescription to the patient.

**All technicians, clerks and cashiers must wear name badges for identification purposes. Technicians working in the capacity as a clerk/cashier must identify themselves as such with a name badge. If not identified, Board of Pharmacy inspectors will assume they are performing as a technician without a name badge and they will be cited.**

